

Title	English Functional Writing (Letters) and Expository Essays Guide Compilation
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'N'/'O' Levels – Singapore-Cambridge GCE 'O' and 'N' Levels English Paper 1

NYP PFP – Nanyang Polytechnic – Polytechnic Foundation Programme – Language and Communication Module

This compilation series is also found to be applicable to the following courses as well, in partial or in a specific format by the school.

- ✓ Institute of Technical Education – Various Modules
- ✓ Nanyang Polytechnic – Year 1 – Communication Skills Module
- ✓ Nanyang Polytechnic – Year 1 – Business Communication Skills Module

Several things to remind you all before you start to write your first formal letter, formal speech and expository.

When planning your essay, take the following into account

- Don't beat around the bush – be direct and clear at what you want to express.
- Formal Language in Formal Writing – noting that certain phrases, words or greetings should not be used in a formal letter, formal speech or expository essay.

Example as follows

- Don't use words and exclamations like 'Hi!' or "Hello" which are more likely to be used in informal setting, use alternatives like "Good Afternoon" or "Welcome".

Situational Writing (Formal Letter Writing)

I chose to write a guide as I did have difficulties at the start remembering the formatting of the letter and anticipate similar problems to appear when future students study this topic.

As I mentioned, in general, when given a formal writing question, you have to get straight to the point, in addition, a situational writing on formal document will require the following skills:

- Showing your confidence [Especially when writing a proposal]
- You need to appear very sincere [Especially when producing an apology letter or a proposal to a client]
- Minimize metaphor usage [The reader is most likely busy and don't want to spend time correlating metaphors with meanings.]
- Write politely [Even if you are writing a complaint, you need to be polite]

(The above tips can be ported to report writing and speech scripts, albeit, with a slightly different formatting. Just change accordingly.)

Disclaimer: Any Events, Organization and People mentioned below are fictitious.

Question 1:

You recently came across a poster of the following content summary:

ABC Polytechnic is planning to host Secondary School Students Coding Competition Event and you as the head of your Secondary School Programming Club is writing to your school principal on the following matters:

- Administrative (Excuse on that day for school for the competition event)
- Benefits (Why the school principal should let you go for the event)

You may add any points relevant to the writing of the essay.

In any proposal letter writing, I prefer the following order:

- Self-Introduction
- Exact Purpose of Letter
- Description of Event
- Convincing the reader
- Concluding Statement

Rearrange the order of points as you deemed fit but that is what I prefer.

Miss Chen Ming Xuan → (Name of Recipient)
School Principal → (Position of the Receipt)
XYZ Secondary School → (Name of Organization)
Ang Mo Kio Avenue 120 → (Address)
Singapore 666666 → (Postal Code)

Dear Madam,

I am John Tan, President of the XYZ Secondary School Programming Club. On behalf of my CCA's highest hierarchy in the programming team, known in my club as "Elite Programmers", I am writing this letter for permission to attend to an event namely Secondary School Students Coding Competition Event hosted by ABC Polytechnic.

There will be 2 components for the event. On April 12, 2018, we have to attend a briefing for the event about competition marking criteria and requirements. On April 29, 2018, we have to go and present the software we created and in the afternoon period of the same day, the judges will judge our software product we created ourselves and award the prizes to the students.

Unfortunately, such wonderful event for us to be able to represent the school's coding society happens to fall on curriculum hours and we have to request to be excused from school to attend to the competition briefing and actual events.

We are absolutely confident that we will get into the top 3 of the competition, given that "Elite Programmers", which represents the school in IT competitions, has already won 3 competitions last year, given such a decisive and astounding record, we believe we will bring glory to the school if given such an opportunity to participate in the event.

We also would like to bring up the benefits of such an event, setting aside winning the championship. Elite Programmers team consist mostly of seniors, who are about to graduate this year, we do not want to miss this great opportunity to form lasting bond before graduation.

On behalf of the team, we strongly believe that it will be a wise choice for you to allow us to go for the competition, given our track record in representing the school and the benefits the competition can offer. Thank you for spending your time reading this letter.

Yours Faithfully,
John Tan

Self-Introduction

Event Description

Purpose of Letter

Convince Reader

Conclusion

In this page, I will explain to you all how I write a complaint letter, as the name suggest, it is a letter written to feedback about bad experience.

Question 2:

You recently came across the following situation:

The payment website of a company suffered countless of crashes since the start of the year and you are just one out of the many victims of the unreliable payment service.

You were trying to make payment when you were consistently greeted by error messages which are not resolved till the point of time you decided to write a letter of complaint.

You are to write a letter, providing the following information

- Details on the problem
- Suggestions for improvements

In a complaint letter, I prefer the following order:

- Self-Introduction
- Reason for writing the letter
- Description and Impact of Incident
- Suggestions (If any)
- Conclusion

Miss Chen Ming Xuan
IT Director
XYZ Company Headquarters
Bedok Avenue 777
Singapore 239031

Self-Introduction

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graph TD; A[Self-Introduction] --> B[Reason for writing letter]; B --> C[Description of incident]; C --> D[Description of Incident]; D --> E[Feelings];
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Dear Madam,

I am Mr Tan, one of the many loyal customers of your company. I would like to bring to your attention to the unreliable and slow payment website your company is running which also caused many of my friends to complain how horrible the payment gateway is.

Reason for writing letter

The reason why I even use your company's e-payment service is the perceived confidence in the system and great reputation for its convenience for the past years, unfortunately confidence in the system eroded gradually from the start of the year after the websites began to show numerous signs of serious bugs and slowdowns.

Description of incident

The first time I began to see signs of problems is at the start of the year, when I was making payment to buy something from your company's online store. As usual, I logged in with my username and password and started to surf for product. The website suddenly crashed and I saw an error message, asking me to refresh the site. The website then showed me an error message indicating the site is down for various technical difficulties.

Description of Incident

Just a while ago, my friend complained to me about a similar problem. She was trying buy something from your company's payment system using the prepaid credit she previously bought, when an error code occurred and the website went down afterwards.

I visited various forums when I discovered we are not the only ones with similar problems – there are literally thousands of posts on forums talking about this issue of your company payment website being unable to process transaction properly.

Feelings

As a dominant player in the utility software market, I would expect to see near flawless website operations on your payment system, that is – even if there is an error or problem, it will be resolved quickly and not appear again for months to come. With these persistent errors messages on your payment website, it only showed how badly the website is maintained.

I hope you can do something to resolve the problem once and for all and thanks for taking your time to read this letter.

Yours Sincerely,
John Tan



Suggestions

Title	Formatting for Formal Speech Writing
Date	13/4/2018
Author	Lim Wang Sheng, School of Information Technology, Nanyang Polytechnic [NYP Mentoring Club]
Disclaimer	All entities, businesses or individuals mentioned in this demonstration are meant to be fictitious.

Some Important Reminders when Writing a Formal Speech:

Speech has to be delivered **verbally**. Make sure the speech does not just make sense on paper, it has to make sense when being delivered to **a large group of people**. (Whether grammatically or in terms of vocabulary)

Have a good understanding of the topic and the requirements of the topic you are tasked to write.

Some words are deemed inappropriate in the formal settings and are not to be spoken out during such speeches

Generic Formatting of a Speech:

- Introduction of Yourself and Greeting to Audience
- Summary of Topic to be Addressed
- Enticing your Audience
- First Point
- Second Point
- Third Point
- Appreciation to Audience/Sign off Speech

Speech Topics Covered
<ul style="list-style-type: none"> • Award Ceremony Speech (Receiving an award)
<ul style="list-style-type: none"> • Anniversary of Company Founding (Anniversary Event Speech)

Formal Speech Guide: Award Ceremony

Award Speech Formatting and Order

1. Self-introduction and greeting to audience
2. Summary of Topic
3. Enticing your audience
4. How you manage to get the award? Share your story
5. Conclusion

Stage	What to do for your speech?	Ways it can be done
1	Self-Introduction and Greeting to Audience	
2	Summary of Topic	<ul style="list-style-type: none">• Describe your mood• Demonstrate you are proud to get the award but not in an arrogant manner• Describe various scenes on the ceremony award stage relevant to the topic
3	Enticing your audience	<ul style="list-style-type: none">• Rhetorical Questions (Question where you don't expect to get an answer)• Quotes from famous people• Tell audience about your philosophy and explain how your philosophy will be relevant to the audience and the event.• Why you got inspired to work in a way that you ultimately get the award you got on that day.• Anecdote (Short Amusing Stories that happened in your journey)
4	How you managed to get the award	<p>(Combination of any points below)</p> <ul style="list-style-type: none">• Your attitude at the start• History of Team Represented• Your inspiration (Who, what and why)• Difficulties in journey and how you overcome them• What you feel at the end of the journey?• How you want your followers to use your example to achieve something in their life?

		<ul style="list-style-type: none"> • What you learn from the experience you had? • Plans after you get awarded
5	Conclusion	(Combination of any points below) <ul style="list-style-type: none"> • Thank your followers for support • Thank your team for taking time to help • Thank your mentor for guidance • End with quote and inspiration • Leave some philosophical ideas you want to instill in your audience

Mock Topic 1:

Question: Imagine you are an ambassador who led your school team in National Mathematics Competition. Your school has been awarded the National Mathematics Competition Champion for 5 consecutive years, and thus also automatically attain an award for winning the competition 5 times in a row.

Details the award (Provided for demonstration purpose.)

Name:(For Winning Current Competition) National Mathematics Competition – Secondary School Category, ‘A’ Division 1st in place.

Name:(For Winning 5 Consecutive Competitions) National Mathematics Competition – Secondary School Category – Superstar Award

As the leader of the current batch of members, you are to deliver a speech to various people, ranging for teachers, students and high-ranking officials from Ministry of Education after receiving the award.

Title: Speech for Award Ceremony for National Mathematics Competition

Date: 14/4/2018

Author: Felix Soh

Good afternoon ladies and gentlemen, students, teachers and esteemed officials from the Ministry of Education. I am Felix Soh, the President of ABC Secondary School Mathematics Club. It is my honor to deliver a speech on the stage of this lecture theatre, which routinely houses seminars for university professors and major conferences for the politicians.

I am proud to be able to stand behind this podium, an area that will always be stood by many venerated people of our society. I want to share a story about our school's Mathematics Club, which formed just 5 years ago, but have since won countless of Mathematics Competition and represented the school in many number logic championships.

The Mathematics Club, has a young yet, interesting history. It began with the pioneer club President James Lee. 5 years ago, James Lee, spotted an online article about an annual Mathematics competition. He, being a student with extraordinary talent at Mathematics explored the article and posted a request on our school forum page, appealing for mathematically inclined students to join his team. Appealing for students to join his team was only the first part of the hurdle, he had to convince the school administration to allow his team to be excused from school to attend to the competition briefing and actual events. After many letters were being written, he managed to convince the school principal to allow the pioneer batch of members to go for the event.

Before the pioneer batch of Mathematics Club members went for the competition, they knew that getting approval from the school to attend such an event was an endeavor. They were determined to achieve something in their first competition to establish solid impression of their ability. They spare no effort in practices, on top of their already heavy Mathematics assignment workload. They had to also go for practices held 2 days a week.

The principal's decision of allowing the team to go for the competition is definitely a wise one. The pioneer members did better than expected, scoring 195/200 points in their finals, which was the top score of that year, winning them a "1st in place" for their first competition.

The pioneer members proceeded further, proposing to the school principal about

forming a CCA called “Mathematics Club” which was initially rejected, as he believed “Doing Mathematics should not be treated as a CCA activity as it is an academic subject.” The Mathematics Head of Department managed to create the CCA after lengthy negotiations, they also came out with rules and regulation for the newly formed Mathematics Club, which includes, the CCA is only to be joined as a Second CCA and provided the interested applicant scored really well for their Mathematics exams.

Later that year, Mathematics Club served not just as a competition participant, they even held periodic Math bridging lessons for juniors who are weak at their Math results which continues till these days. This also made the members which of course includes me, find great value of being able to contribute to the school.

Five years later and after 5 consecutive victories and I am the current club president. I am receiving this prize not just on behalf of the current Mathematics Club members, but also on behalf of the alumni members who made this a reality.

Before I end my speech, I would like to extend my appreciation to my school’s principal, for his support and interest in the club and the HOD of Mathematics for offering valuable advisory on how the club is supposed to be run. When either is missing, our CCA will not function at all and we will not have gotten this far. And thank you for your kind attention.

Formal Speech Guide: Company Anniversary Event

Company Anniversary Speech Formatting and Order

1. Greetings, Self-Introduction and feelings
2. Summary on what you are going to speak about – Must be interesting and enticing to the audience
3. Details on the company founding or recent history
4. Conclusion – Thank the people for their support and being attentive to the speech

Mock Topic 2

Question: You are the CEO of your company and your company is celebrating its 25th anniversary. On the celebration, you are to deliver a speech on the following:

- How you feel about the event
- How your company got to this far
- What is your vision for the company's future

Details of the company

ABC Technology Solutions, leading provider in the following:

- Computer Hardware
- Computer Software
- Web Hosting Solutions

Stage	What to do for your speech?	Ways it can be done
1	Greet the audience, introduce yourself and show you are very pleased and happy to be the speaker of the event	
2	Summary of Speech	Explain what you are going to talk about
3	Details	(Combination of any points below) <ul style="list-style-type: none">• Company's history• Company's philosophy• Company's current achievement• Company's outlook for the future
4	Conclusion	(Combination of any points below) <ul style="list-style-type: none">• Show appreciation for people who assisted you• Show appreciation for people who attended the celebration.

Title: Speech for ABC Technology Solutions 25th Anniversary Celebrations

Date: 14/4/2018

Author: Felix Soh

Good afternoon ladies and gentlemen, I am Felix Soh, the CEO of ABC Technology Solutions Inc. speaking for our company's 25th anniversary event. On this event, we invited employees, suppliers and business partners to share the joy with them. I extend my appreciation for everyone who turned up for this event.

This company has an enriching history in a mere 25 years. It is the brainchild of our founder Mr. David Tan. Back in the days, when computers are just bulk machines used by big organizations, he, being a student who graduated from the University of XYZ with a Degree in Computer Science, vision for a world for which everything in life revolves around technology and automation. He is a programmer, and a brilliant one. Within the first year of his company's founding, he managed to clinch two government contracts, both require supplying software for the government sector, after some competitive bidding, it was apparent to the officials that his level of confidence and effort put in to convince the officials into using his ideas is unmatched. He and his employees of that time managed to complete the project on-time, on-budget and the software worked flawlessly, raising productivity in the civil service by reducing administrative workload required.

That twin contract proves that David Tan's ABC Technology Solutions is competent, and its excellence became widespread in the finance industry, for which many banks require better software to meet the demands of globalization. The company subsequently received invitation from Bank of PQR and Bank of RST to upgrade their computer database software all for which earned the start-up company the goodwill needed to get more contracts.

In the year 1990s, the internet became very popular and we know versatility is the key to any company to survive for long. Our company also offered a software upgrade version that enhances the computer database software ability to function well on a business intranet, promoting productivity.

Later that year, the company also became a web-host after getting approval from the Local Network and Domain Name Administration Authority. We offered businesses feature rich tools to host their webpage and announce their presence online, all at competitive pricing. For the past 4 years, we have been ranked top locally, and around the world in terms of web-hosting reliability, uptime rate and pricing.

Earlier this year, I announced that our company will be pointed in the direction of smart technologies. We have a group of researchers, who just completed a prototype on an all-in-one-smart sensor that can serve as the basis of controlling future automation technologies, which will enhance productivity and reduce wastage of electricity thus also, reduce carbon footprint, the number one priority of people of the 21st century.

With all these, I would like to express my heartfelt thanks for employees and business partners for showing faith in the company by not forsaking us during the times of crisis. Let's hope for a better future in our company. Thank you for listening!

Title	Producing an Expository (Argumentative) Essay
Date	12-01-2018
Author(s)	<p>Lim Wang Sheng, School of Information Technology, Nanyang Polytechnic</p> <p>[CCA: NYP Current Affairs and Debating Club & NYP Mentoring Club]</p> <p>[Editor]: Consortium Name "Cynthia" – Consisting of Liu Hui Ling & James Tan [Shift 1] Mohamad Amirul & Liu Yi Ling [Shift 2]</p>
	Note: Sample Paragraph Provide to Demonstrate how I will write with a mock topic.

Lee Jian Lian gave me this project and asked me if I can reconstruct the notes I had back then, I agreed and started writing down on this topic. I haven't written an argumentative essay in an exam setting for years but I must still produce for one reason or another. (i.e. CCA reasons)

Differentiating Between and Argumentative Essay and a Discursive Essay is the first step before you pick up your pen and begin planning, while they share the common characteristics of requiring critical thinking and use of formal language, it is also important to realize, they are built for different purpose.

Argumentative

- As its' name suggest, it requires you to argue your stand on a topic
- Question requires you to take a stand (Either ... oppose the topic or for the topic)
- Expects you to rebut the common opposing viewpoints

Discursive

- Requires you to discuss multiple sides of the topic
- Doesn't require you to take stand
- It can't be reduced into a debate topic (As it doesn't require you to take a stand between both sides)

I have been writing argumentative essays since I was in Secondary 2 and still writing them in some form. I realize that argumentative essays require robust level of English vocabulary to be written nicely. Students who goes for debating club tend to select argumentative questions due to the being familiar with the system.

Why learn to write argumentative essays?

Argumentative essays trains you in the following skill set.

- Mastering how to convince a reader
- Logical links between different points
- Rebut points in a professional manner

Example of Argumentative Essay Questions as Follows

- Should the government put a ban on the sales and import of cigarettes?
- Are teenagers in Singapore overly protected by their parents?

If you are observant by now, you should see that most argumentative essays questions are “binary” in nature, you either agree or disagree with the idea of the topic or the questions can be answered with a “Yes” or “No”.

It is impossible to be 100% prepared for such an essay as questions can be about everything anything you don’t expect, ranging from family, working up to society and government policy matters. I came out with a sample essay just to demonstrate the formatting and how I would write argumentative, hoping to help beginner students get a good start in academic.

In this demonstration, the question I am writing on is “Should the government put a ban on sales and import of cigarettes?”. In this case, I took a stance agreeing that the government should ban the sales and import of cigarettes.

Introduction to the topic
You will start introducing the topic, clearing out anything ambiguous wording in the question, explaining why the topic matters and show that you are taking a stand on the topic.
Given how millions of people in all over the world get nasty diseases that you all may be familiar with, ranging from lung disease to anything like cancer resulting from the use of cigarettes, it has become a priority for government worldwide to start banning the sales and import of cigarettes in their country. I would like to explain my stance by stating some ideas and facts, cigarettes are both addictive and unhealthy, and that most smokers aren’t aware of the addictive side of cigarettes when they first started and when only they get addicted to it, they only realize that it is a vicious spiral and they couldn’t simply just quit, even if the negative health effects already started to appear and seriously affect their lives, smokers have close to no choice but to continue their smoking habits.

Paragraph 2: First Point of Argument
Point: It causes health problems to people.
Description: A lot of people suffers respiratory problems after long term usage.
Explanation: The chemical in the substance causes the issue.
Link: Thus, I believe Tobacco product should not be sold in the market.
<p>Example:</p> <p>As the government should take responsibility for the people's health, the government should note the health problem caused by Tobacco product and take proper action – to put a complete ban on the sales of the product. It has been consistently shown that Tobacco products increases health risk, i.e. lung problems and other health problems due to chemical compounds within the product. These harmful chemical gets easily absorbed and circulated around the body and the addictive nature of the product makes the consumption of such product a vicious spiral to human health. Further to add on, allowing cigarettes to be freely available would also cause health risk to non-smokers as the exhaled smoke from the cigarettes also contain harmful substances that can be breathed in by non-smokers. The above reasons explain why banning cigarettes is a good idea.</p>

Paragraph 3: Second Point of the Argument
Point: A clean way to prevent underage teenagers from smoking cigarettes illegally.
Description: Banning cigarettes completely is the best way to prevent underage smoking.
Explanation: While there are laws that prohibit underage smoking, it is only through the complete ban of cigarettes import will underage be not compelled to even smoke in the first place.
Link: It is the best way to prevent teenage smoking and will benefit the population.
<p>The government implements laws that prohibit underage smoking but have they wondered how some underage teenagers even develop the habit of smoking in the first place? It is precisely, through peer pressure or through mimicking the behavior of adult smokers they are closely related to, which can only be eliminated completely should the ban of cigarettes be introduced. If adults can't get the cigarettes easily, it makes it less likely for the adults to smoke and thus reduces the chance for teenagers to start smoking by mimicking adult behaviors. Thus, I strongly believe the ban of cigarettes is the best way to prevent teenagers from being influenced to smoke.</p>

Paragraph 4/5: First and Subsequent Point of Rebuttal

Point: the policy of banning cigarettes might fuel illegal cigarettes sales in black market.

Description: Ban cigarettes means people won't be able to smoke by getting them through legal means and thus, increasing cases of black market sales.

Explain (Against): The presence of a black market doesn't mean we should give in by legalizing the product, it should instead be a motivating factor in banning those product from sale.

Link to the topic: Therefore, the argument against ban of cigarettes will is not valid.

People may argue against my points by explaining the presence of a black market and that the ban of cigarettes would fuel black market sales and cause people to get the product through surreptitious means. I would like to explain why their argument is flawed. The presence of a black market does not mean, we should give in by legalizing the relevant product, it should only be a motivating factor to remove the harmful product from making any appearance in the public. Just because something has a black market, does not mean the government should make a compromise by relaxing the policy, it is as flawed as saying just because smuggling immigrants into a country is rampant, the government should legalize such acts and reduce level of border security. The presence of a black market should never be a reason for compromise but an increase in law enforcement activity against the product.

Paragraph 6:

Conclusion: With my above arguments, I would like to convince the reader of this essay to side with me in advocating the ban of cigarettes, the proposed ban of cigarettes is proven to you all to be have more benefits than harm.

Title	Writing an Expository (Discursive) Essay
Author and Editors	<p>Author: Lim Wang Sheng, School of Information Technology, Nanyang Polytechnic [NYP Mentoring Club]</p> <p>Editor: Cynthia II Consortium: Lee Jian Lian, Liu Yi Ling, Liu Hui Ling and Muhammad Amirul</p>
Date	25/3/2018

After finishing with tutorials on writing your first argumentative, we extended our tutorial to discursive essays. We have already covered the difference between both essay types but just in case you need a recap:

Discursive Essays

- Cannot be reduced to a debate topic
- Cannot be answered with a simple “Yes” or “No”
- Requires you to discuss both sides (as many sides, rather) of the topic
- No rebuttal is needed

Argumentative Essays

- Can be reduced to a debate topic
- Can be answered with a “Yes” or “No”
- Requires you to side your views of the topic
- Rebuttals are required

Examples of Discursive Essay topics can be divided into 3 broad categories

- Outlook Based (Example – How will education change in the next 50 years?)
- Viewpoint Based (Example – How has technology change our lives?)
- Suggestion Based (Example – How to make education more enriching for students?)

I will be writing an essay about Topic 2 as a demonstration. That is – How has technology changed our lives?

Paragraph 1 [Thesis Paragraph]:

In this case, I will write a story about past year science fiction stories and take you all to the essay topic.

In various animation shows and science fiction books of the 1960s, people are imagining what kind of life they want and writing them out in science-fiction stories, including gradual switchover to automation, predicting that touch screen smart-devices will be invented by someone far away in the future. Not long after, computers are developed and automation gradually replaced manual labor and in fact everything appeared in science-fiction stories 5 decades ago, is now, what we experience in our daily life. We get smart fridges, personal computers, internet access and get to experience the so called “fiction world” of the last century. Sure enough, technology brought good changes to our lives – only as good as the users of the device, some people would simply lose themselves in the gadget world and get addicted to the device and there are people who would begin to use technology inappropriately.

Paragraph 2

Point	Technology Improves Education
Description	Teachers begin to switch over to high tech devices to teach and students begin to study how to operate such devices.
Explanation	It makes teaching more efficient and makes education more “diverse”
Link	It improves the education sector.
Let’s discuss about something that, the reader, most likely someone working in the education industry has likely seen for the past decade. As technology advances, teachers and lecturers started to also use electronic devices as a teaching tool, including the use of web applications to enrich teaching, web applications like “Kahoot” to ask students questions and perhaps, export the scores obtained to a database for analytics and thus, collecting progress from students regularly to deduce the best way of education. Technology has also influenced our education system by introducing new CCAs, and introducing the need to implement new courses to prepare students for industries that require the use of technology. Speaking about industries, I am going to also write how technology influences businesses worldwide.	

Paragraph 3:

Point	Technology Improves Business Productivity
Description	Business Switches to High Volume Production Technology. E-commerce is getting more popular.
Explanation	Business which tend to not switch to a better means of production will soon lose out in competition.
Link	It changes how businesses runs, shutting down obsoleted production and marketing methods and opens new path for business who are willing to switch to modern methods.
As technology becomes more integrated to our daily life, businesses took it as an opportunity to expand, modernize and reform their operations. Companies begin to expand their presence on the internet and offer electronic payment options, along with options to send the product to customers' houses. What this meant for businesses is, they get a more diverse pool of customers previously they were unable to achieve, as freight transport these days from around the world takes mostly days in the typical consumer context – Getting the product loaded on truck, the product is send to a freight aircraft and the product is unloaded and subsequently delivered to a customer from a foreign country. Technology not just diversify the customer pool of enterprises but also allows business to run more productively. Companies now can get machinery equipment and with appropriate smart technologies and automation techniques, they can make their production line closer and closer to being virtually unmanned, thus improving level of production and saving cost.	

Paragraph 4: [Linking Paragraph to Paragraph 5]

However, despite all the above statements, technology can be harmful to society as well but I strongly believe it will not be a problem, should the user of these devices not get addicted to it or stop to think of consequences before he/she accidentally generate chaos online.

Paragraph 5:

Point	People are unknowingly addicted to electronic devices, which may include computer games.
Description	Computer games are undeniable, more addictive to our primitive games as played in the past due to its' graphics and how it "rewards" us.
Explanation	Computer devices are programmable and people have created enjoyment in using such device, including the rise in computer games.
Link	It can cause gaming addiction if the user can't quit in time, it will just turn out to be a vicious cycle.
As the saying goes, "work hard, play hard". People have been finding ways to entertain themselves through playing as a mean of relaxing since historic times. As computer are programmable, the rise of computer games is inevitable as any game developer with sufficient coding knowledge can start to code his/her own games and release it for sale. While it meant the opening of a new industry, the nature of how computer games and smartphone games would reward us in a way like never before in human history, is causing a lot of teenagers who already tend to lack self-control to play games excessively and even fall into addiction.	

Paragraph 6

Point	People tend to disregard people's feelings over the internet and intentionally or unintentionally, start to write offensive statements.
Description	People begin turning to social media and became nonchalant at other feelings.
Explanation	As phones become small and smarter in capabilities, people with a phone can now take a shot and post a statement online. It also means people have shorter time to think of whether such post is appropriate.
Link	A peaceful blog post can become severely tense after someone posted an offensive statement in the comment section.
Most smartphone these days are preinstalled with social media applications and internet browsers that permit the use of social media plugins. What this meant, everyone is carrying the means of accessing the internet in his/her pocket, literally. It also implies a problem, as soon as the user of these applications faces something he/she is unhappy about, he/she can vent his/her frustrations online without sufficient amount of thinking. And before he/she can even regret, he/she would have posted content online that generate chaos in a way no amount of apology would be able to make up for it.	

In conclusion, technology can be useful or harmful, depending on the user of the device. The user of the device should be the smart one, devices are dumb, no matter how smart you label them or design them – they just take whatever command you input and output them, devices can't discern between right or wrong, only humans, the end users of the devices and applications can do that.